3RD PARTY ACCOUNTS REPORT PRINT

This report displays all active bills containing third-party billing information that have been referred to the District Counsel or Department of Justice. Use this option to track delinquent third-party bills.

ADMIN/INTEREST RATES PRINT

This option displays a historical report showing interest rates and administrative charges and the dates they became effective.

```
Accounts Receivable Interest/Admin/Penalty Rate Report
                                             OCT 24,1994  22:23    PAGE 1
RATE            ANNUAL   MONTHLY     ANNUAL
EFFECTIVE      INTEREST    ADMIN    PENALTY
DATE               RATE   CHARGE       RATE
-------------------------------------------------------------------------
                  SITE: ALTOONA VAMC
JAN  1,1991    0.080     0.91
JUL  1,1991    0.085     0.91
JAN  1,1994    0.010     1.33      0.0800
JAN  1,1994    0.095     1.00      0.0500
```

DC/DOJ DEBT COLLECTION REPORT

This option displays a report of District Counsel and Department of Justice Debt Collection information that must be manually transferred to the reporting forms. They are broken down by appropriation and transaction type and show outstanding balances for principal, interest, administrative costs, marshal fees, and court costs.

dc/doj debt collection report menu

DC Debt Collection Report
DOJ Debt Collection Report

NOTE: In order for data to appear in the DC/DOJ Debt Collection Report, you must have recorded the referral via the Refer To DC/DOJ option.

DC DEBT COLLECTION REPORT

This option displays a report of District Counsel information that must be manually transferred to the reporting forms. They are broken down by appropriation and transaction type and show outstanding balances for principal, interest, administrative costs, marshal fees, and court costs.

NOTE: In order for data to appear in the DC Debt Collection Report, you must have recorded the referral via the Refer To DC/DOJ option.

DOJ DEBT COLLECTION REPORT

This option displays a report of Department of Justice Debt Collection information that must be manually transferred to the reporting forms. They are broken down by appropriation and transaction type and show outstanding balances for principal, interest, administrative costs, marshal fees, and court costs.

NOTE: In order for data to appear in the DOJ Debt Collection Report, you must have recorded the referral via the Refer To DC/DOJ option.

CO-PAY WAIVER REPORT

This option allows the user to enter data for lines 9-20 of the co-pay waiver report. After the user accepts this data entry, a background job is queued to compile data for lines 1-8. After compilation of the data, the report is sent to G.PCWMCCR at FORUM (in string format). The report also is delivered to the senders “IN” box in a printed format.

CONTINGENT 3RD PARTY AR REPORT

This option searches the records for any active tort feasor, or other Third Party bill that has been referred to the District Counsel or Department of Justice.

This is a search of the Accounts Receivable files, not the source files that were used to establish the debt record. Patient bills will only have the information that is passed to AR by the IB portion of the MAS package.

NOTE: The bills must have been recorded as referrals to the DC/DOJ for collection or follow-up action.

IRS OFFSET REPORT

This report is run monthly and provides a snapshot of the current status of receivables referred to IRS for offset. It shows the number of IRS offset letters that were printed since the last IRS offset report and the total amount of debt corresponding to those letters, as well as the number and value of debts actually referred to the IRS, and the amount of collections on debts that have received IRS offset letters. A mail message is also sent to the user.

```
Subj: IRS OFFSET Report  [#6123] 24 Oct 93 23:22  17 Lines
From: AR Package  in 'IN' basket.   Page 1  **NEW**
-------------------------------------------------------------------------

A. Letters of Intent (LOI) issued (No.of bills/Value):   1 / 100.00

B. Referred to IRS:
                    No.      Value

  (1)         Total:   0       0.00
  (2)     Principal:   0       0.00
  (3)      Interest:   0       0.00
  (4) Admin. Costs:   0       0.00

C. Collections:
                                 No.      Value

  (1)         LOI - Paid in Full:   0       0.00
  (2) LOI - Partial/Repay Agree:   1      13.01
  (3) IRS OFFSET - Paid in Full:   0       0.00
  (4)       IRS OFFSET - Partial:   0       0.00
```

MEDICATION CO-PAY EXEMPTION REPORT

This option displays a report of all reimbursed debtors who were exempt from the medication co-payment. The report displays the reimbursed patient, the bill number that contained an exempt co-payment, the exempt amount, and other pertinent information necessary to understand which co-payment was exempt. Use this option to understand the amount of co-payment exemptions for a given range.

```
***************** MEDICATION CO-PAY EXEMPTION REPORT ******************
                         APR 27,1994-OCT 24,1994
                                   BILL          TRAN.          EXEMPTION
PATIENT              ID            NUMBER        NUMBER   TYPE     AMOUNT
-------------------------------------------------------------------------
*ONE,TEST PATIENT    123-45-6789   503-AA0009    912        D       10.00
                                   503-K00030    913        D      204.50
                                   503-K10049    914        I      248.00
                                   503-K10050    915        I      248.00
                                   503-K10051    916        I      248.00
                                   503-K10052    917        I      248.00
                                                                --------------
                                                                  1206.00

TWO,TEST PATIENT     123-45-6789   503-AA0067    703        I        5.31
```

```
                                                         --------------
                                                                   5.31
* -indicates patient is deceased

EXEMPTION TYPES AND TOTALS

D=DECREASE ADJUSTMENT                     214.50
E=INTEREST/ADMIN EXEMPTION                  0.00
I=INCREASE ADJUSTMENT FOR REFUND          997.31
                                   -------------
                                         1211.31
```

PAYMENTS WITH WRITE-OFFS REPORT

This option displays a list of patients who have bills in the Write-Off status, but who have resumed payment activity since those bills were written off.

Use this report to determine if bills in the Write-Off status should be made Active for collection purposes. Written-off bills are still collectible and follow-up action should be activated for these bills if the patient is making payments.

```
Payments Received for Patient Accounts with Written-off Bills     Page: 1
From 07/16/93 thru 10/24/93                                  Date: 10/24/93
-------------------------------------------------------------------------

ONE,TEST PATIENT (123-45-6789)
     Bill # 503-AA0003   Amt:  500.00       TERM.BY FIS.OFFICER
     Trans #: 930   Date: 07/21/93     Amt:    6.00    PAYMENT (IN PART)
TWO,TEST PATIENT (123-45-6789)
     Bill # 503-AA0008   Amt:   87.99       TERM.BY FIS.OFFICER
     Trans #: 1203  Date: 10/22/93     Amt:   10.00    PAYMENT (IN PART)
     Trans #: 1204  Date: 10/22/93     Amt:   10.00    PAYMENT (IN PART)
THREE,TEST PATIENT (123-45-6789)
     Bill # 503-K00006   Amt:    2.00       TERM.BY FIS.OFFICER
     Bill # 503-AA0024   Amt:  -17.00       WAIVED IN FULL
     Trans #: 1209  Date: 10/22/93     Amt:   25.00    PAYMENT (IN PART)
```

REVENUE CODE TOTALS BY RATE TYPE

This option prints the total amount billed by Revenue Code for a selected rate type and date range. The purpose of this report is to allow sites to calculate the total amount billed for $5 (revenue code 550) and $10 (revenue code 100) Means Test Per Diems.

TRANSACTION HISTORY

This option will create a report that will list all transactions sorted by type of transaction, category of bill and date for the specified type of transaction, category of bill and date range. This report may take a long time to compile- queue at a time when the printer is not busy...

RECONCILIATION REPORTS

This menu contains report options used to reconcile service/section records with Accounts Receivable files. They are usually run on a monthly basis, but since they require the selection of a date range, they cannot be set to run on a recurring basis. They can, however, be manually queued to run at a specified time.

Reconciliation Reports Menu

Date Sorted Payment Report
MAS Reconcilation Report
DC Referred Report Print
DOJ Referred Report Print
COWC Referred Report Print
Payments Posted from Prepayment

DATE SORTED PAYMENT REPORT

This option prints the Agent Cashier reconciliation report for a given period of time.

Use this report for a summary of payments sorted by bill number and category. The report also contains the payment receipt number, payment amount, and amount of payment that was applied towards interest and administration charges.

```
Date Sorted Payment Report (Summary)        OCT 24,1994  23:35    PAGE 1
             PAYMENT
              AMOUNT   PRINCIPAL   INTEREST     ADMIN.
-------------------------------------------------------------------------
        CATEGORY: C (MEANS TEST)
SUBTOTAL      135.50      118.50       5.50      11.50
SUBCOUNT          14          14         14         14
SUBMEAN         9.68        8.46       0.39       0.82
        CATEGORY: CURRENT EMP.
SUBTOTAL      723.75      696.50       3.50      22.50
SUBCOUNT           4           4          4          4
SUBMEAN       180.94      174.13       0.88       5.63
        CATEGORY: EMERGENCY/HUMANITARIAN
SUBTOTAL      122.00      122.00       0.00       0.00
SUBCOUNT           5           5          5          5
SUBMEAN        24.40       24.40
```

MAS RECONCILIATION REPORT

This menu contains report options necessary for verifying which MAS bills have been properly transferred to the Accounts Receivable system.

mas reconciliation report menu

Third Party Completed
Other Completed
Incomplete

THIRD PARTY COMPLETED

This option prints the MAS reconciliation report for 3rd Party accounts within a given period of time. The bill number, date bill prepared, and original amount will be shown.

```
MAS RECONCILIATION REPORT                    OCT 24,1994  23:37    PAGE 1
                                        DATE BILL      ORIGINAL
BILL NO.     DEBTOR               CAT.  PREPARED         AMOUNT    STATUS
  APPROVING OFFICIAL (SERVICE)
-----------------------------------------------------------------------------
503-K20144   SIX,TEST              F1     08/02/93         20.00        A
  ONE,TEST
503-C20015   THREE,TEST            RI     08/17/93       1000.00       CC
  TWO,TEST
                                                      ----------
TOTAL                                                   1020.00
COUNT                                                         2
MEAN                                                     373.33
```

OTHER COMPLETED

This option prints the bills accepted by Fiscal for the designated period. This prints only MAS bills.

```
MAS OTHER COMPLETED BILLS                   OCT 24,1994  23:40    PAGE 1
                                        DATE BILL      ORIGINAL
BILL NO.     DEBTOR               CAT.  PREPARED         AMOUNT    STATUS
  APPROVING OFFICIAL (SERVICE)
-----------------------------------------------------------------------------

503-C20018   TWO,TEST PATIENT      H      08/30/93        100.00        A
  ONE,TEST
503-C20019   THREE,TEST PATIENT    C      09/29/93          0.00        A
  FIVE,TEST
503-MAS005   FOUR,TEST PATIENT     CE     10/15/93         80.00       PC
  ONE,TEST
                                                     ----------
TOTAL                                                    180.00
COUNT                                                         3
MEAN                                                      60.00
```

INCOMPLETE

This option prints the bills with Bill Incomplete status generated by a service.

```
INCOMPLETE BILLS                                    OCT 24,1994  23:42    PAGE 1
                                                 DATE BILL      ORIGINAL
BILL NO.      DEBTOR                       CAT.  PREPARED         AMOUNT    STATUS
  APPROVING OFFICIAL (SERVICE)
------------------------------------------------------------------------

503-C20011                                 CE    07/21/93                     BI

503-C20008    ONE,TEST                     V     07/21/93                     BI

503-C20010    TWO,TEST                     F2    07/21/93                     BI

503-C20009    THREE,TEST                   M     07/21/93                     BI

503-C20007    FOUR,TEST                    V     07/21/93                     BI

503-MAS004                                                                    BI

                                                            ----------
TOTAL                                                            0.00
COUNT                                                               0
```

DC REFERRED REPORT PRINT

This report lists the Accounts Receivable for all accounts that have been referred to the District Counsel and have been correctly entered into the system.

NOTE: If a bill covers two (or more) appropriations, both are shown but only a single amount is displayed for the referral date.

```
ACCOUNTS RECEIVABLE REFERRED TO DC              OCT 24,1994  23:49    PAGE 1
                                                 REFERRAL        REFERRAL
BILL NO.      DEBTOR                             DATE              AMOUNT

  APPROPRIATION
  SYMBOL
-------------------------------------------------------------------------

10503-AA0081  ONE,TEST                          OCT 14,1994       265.00

503-K10092    TWO,TEST                          OCT 23,1994      1000.00
  36X0110
503-K10091    TWO,TEST                          OCT 23,1994      1000.00
  36X5014
503-AA0003    THREE,TEST                        OCT 23,1994       500.00
  36X5014

ACCOUNTS RECEIVABLE REFERRED TO DC               OCT 24,1994  23:49    PAGE 2
                                                 REFERRAL        REFERRAL
BILL NO.      DEBTOR                             DATE              AMOUNT

  APPROPRIATION
  SYMBOL
-------------------------------------------------------------------------
```

```
TOTAL                                                       2765.00
COUNT                                                             4
MEAN                                                         691.25
```

DOJ REFERRED REPORT PRINT

This report lists the bills for all accounts that have been referred to the Department of Justice. Similar to the DC Referred Report Print, this one reports the amount referred and appropriation for each bill.

COWC REFERRED REPORT PRINT

This report lists the Accounts Receivable for all accounts that have been referred to the Department of Veterans Benefits Committee on Waivers and Compromise and are properly recorded in the AR files.

```
ACCOUNTS RECEIVABLE REFERRED TO COWC          OCT 24,1994  23:55    PAGE 1
                                              REFERRAL               REFERRED
                                              DATE TO               AMOUNT TO
DEBTOR                        BILL NO.         COWC                    COWC
-------------------------------------------------------------------------
ONE,TEST                      10503-AA0081     OCT 14,1994              20.00
TWO,TEST                      503-K20022       OCT 15,1994              40.00
THREE,TEST PATIENT            503-AA0008       OCT 23,1994              90.00
                                                                 ----------
TOTAL                                                              150.00
COUNT                                                                   3
MEAN                                                                50.00
```

PAYMENTS POSTED FROM PREPAYMENT

This option lists, by date selected, the AR transactions that are decreased from prepayment bills, and their corresponding Accounts Receivable transactions that are either payments in full or payments in part. Two types of error messages will display based on the following conditions:

- If the corresponding transaction is not found;
- If the decrease transaction and the payment transaction do not balance.

```
Background Payment Posting from Prepayment Receivables Page 1  24-OCT-94
          Reporting period: SEP 4,1994 thru OCT 24,1994
=========================================================================
Tran.    Tran.  Tran.         Tran. Corresponding Patient      Bill
Date     No.    Type          Amount  Tran. No.   Name          No.

09/17/94 1127   DECREASE      $10.00   1126   ONE,TEST PATIENT  503-K10055
09/17/94 1126   PAYMNT (FULL) $10.00   1127   TWO,TEST PATIENT  503-AA0060
09/17/94 1130   DECREASE      $76.45   1129   SIX,TEST PATIENT  503-K10055
09/17/94 1129   PAYMNT (PART) $76.45   1130   ONE,TEST PATIENT  503-AA0060
```

* - Include the payment amount on a 928.23

FOLLOW-UP LETTER MENU

Follow-Up Letter
menu

Hold Printing a Follow-up Letter
Remove Hold on Follow-up Letter
Print Statements/Letters by Date
IRS Offset letter (Print/Reprint)
List of Accounts Receivable with Holds
Reprint Patient Statements
Reprint the Follow-up Letters
Reprint UB Letters

The Accounts Receivable Version 4.5 package has been designed to automatically produce demand letters for accounts at 30, 60, and 90 day intervals, provided there is an outstanding balance. An exception to this is an account where the debtor is an insurance company. In such a case, the industry standard waiting periods of 45 and 75 days will prevail. The system contains 28 different letters. Which letter is printed for a particular account depends on the category of the bill and the length of time that has elapsed since the Interest Computation Date (ICD) of the previous letter. Here is a listing that shows the abbreviated and full names of each letter.

Name	Description	Follow-up
CREDIT	Notice of Credit Balance	
FL 4-480	Ineligible Hospital	1FU
FL 4-481	Humanitarian	1FU
FL 4-482	Ineligible Hospital/Humanitarian	2FU
FL 4-483	All Debts $25.00-$599.99 (except Pharmacy/Means Test)	3FU
FL 4-483a	Current Employee/Ex-employee/Vendor	2FU
FL 4-484	Ineligible Hospital/Humanitarian $600.00-$1199.00	3FU
FL 4-485	Emp/Ex-emp/Vendor >$599.99, Inel/Hum. >$1199.00	3FU
FL 4-513	Pharmacy and Means Test	1/2/3 FU
FL 4-520a	Current Employee	1FU
FL 4-520b	Ex-Employee	1FU
FL 4-520c	Current Employee - Prior 12/28/85	1FU
FL 4-520d	Ex-employee - Prior 12/28/85	1FU
FL 4-521	Vendor	1FU
FL 4-534	Ex-employee/Post Retirement	1FU
IRS OFFSET	IRS Offset Notice	

This manual uses the term Follow-up Letter to refer to any of these printouts, even though some of them are not complete letters by themselves. REM.SLIP, for instance, is the block of text that prints the remittance slip at the bottom of all the letters. Just keep in mind that a Follow-up letter is a document that the system prints automatically. Letters print any time from the 1st to the 28th of every month. They **do not** print between the 29th and 31st of any month.

HOLD PRINTING A FOLLOW-UP LETTER

This option prevents the printing of follow-up letters for a given debtor.

For example, if an employee owes the medical center $50.00 for meals, provided they have met with the Fiscal Officer and have made arrangements to repay the debt, a printed letter is not needed. See the Remove Hold On Follow-Up Letter option.

NOTE: This option does not hold the printing of bills or charges on the patient statement.

REMOVE HOLD ON FOLLOW-UP LETTER

If you need to reinstate follow-up letters for a bill, this option allows you to remove the hold. See the Hold Printing A Follow-Up Letter option.

```
Select Follow-up Letter Menu Option: REMOVE Hold on Follow-Up Letter
Select ACCOUNTS RECEIVABLE BILL NO.: AA0043  503-AA0043
REIMBURS.HEALTH INS.     01-20-94    ONE,TEST   COLLECTED/CLOSED  $0.00

ARE YOU SURE YOU WANT TO REMOVE HOLD ON FOLLOW-UP FOR THIS ACCOUNT?NO// Y

OK, THE HOLD HAS BEEN REMOVED !
```

PRINT STATEMENTS/LETTERS BY DATE

This option prints the patient statement or follow-up letters for a given patient and a given date.

This is the same option that is set to run automatically, usually at night to print the letters for you. If for some reason the automatic job does not run, or does not run to completion, this option will print the letters while you wait.

CAUTION! This is a time consuming process. Your terminal will be tied up until this job finishes!

IRS OFFSET LETTER (PRINT/REPRINT)

This option prints IRS offset demand letters for accounts that are eligible for referral to IRS. This option is set to run automatically eliminating the need for you to manually print them; however, it can be run more than once a year, for example at the beginning of September and at the end of September.

NOTE: This option can only be run from September 1st through September 20th of each year.

LIST OF ACCOUNTS RECEIVABLE WITH HOLDS

This prints the list of follow-up letters that are currently prevented from printing. This list should be reviewed to determine if any debtors should receive follow-up letters. See the Remove Hold On Follow-Up Letter option.

```
LIST OF ACCOUNTS WITH HOLDS                  OCT 25,1994  00:05    PAGE 1
                                        HOLD LETTER    HOLD LETTER
BILL NO.      DEBTOR                    DATE           REASON
-------------------------------------------------------------------------

503-K10003    ONE,TEST PATIENT          FEB 22,1994
503-AA0043    TWO,TEST                  JUN 15,1994    OTHERS
              Comments: THIS IS A HOLD
503-AA0048    THREE,TEST                SEP  7,1994    PERSONAL LETTER
              Comments: TEST
```

REPRINT PATIENT STATEMENTS

This option reprints Patient Statements allowing you to simulate printing on a specified date. Enter a patient range in print order to have only the statements in that sequence reprint or do not select a range to reprint all statements for the selected date.

REPRINT THE FOLLOW-UP LETTERS

This option reprints Follow-up Letters allowing you to simulate printing on a specified date. This clears the letter dates and prints them again.

You may enter a range of bills to print (print order range) or have all the Follow-up Letters reprint for that date by not selecting a bill to start or end the sort.

REPRINT UB LETTERS

This option reprints UB Letters allowing you to simulate printing on a specified date.

You may enter a range of bills to print (print order range) or have all the UB Letters reprint for that date by not selecting a bill to start or end the sort.

ESTABLISH/EDIT OLD BILLS

Establish/Edit Old bills menu
Set Up Old Bills
Edit Incomplete Old Bills

This menu contains options necessary to establish or edit old bills. The process is called back-loading paper bills into the system- which are bills that have already been forwarded to the Accounting Technician.

SET UP OLD BILLS

This option establishes bills/accounts that have previously been tracked on paper. Use this option to simulate creation of Old Bills back before there was an AR software system; an example is a bill that has been levied on a current employee of the medical center for meals that were provided during the course of his duty.The bill is automatically given the status Old Bill. The status should be changed to one that reflects the bill's current position in the billing cycle. If you leave the status as Old Bill, the system will ignore the receivable for collection/tracking purposes.

Before entering old bill data, the accrued interest and administrative charges are calculated by hand from the date the last letter was sent. The entry at the "Last Int/Admin Charge Date" prompt should show the same date as the date of the last letter. Interest and administrative charges are calculated approximately 30 days after the last action, when a new letter is sent.

Once you have verified the account information and entered your Electronic Signature Code, the bill will become active and the system will begin to generate the demand letters.

NOTE: Use this option to establish bills that must be loaded into the system manually.

EDIT INCOMPLETE OLD BILLS

This option displays old bills for editing or complete data entry for an old bill that has been left incomplete. After you add any optional comments, the system will display a profile of the bill giving you an opportunity to correct account information. All transactions and bills will be listed for this debtor for verification. Enter your Electronic Signature to make the bill active.

TRANSACTION PROFILE

This option prints all information associated with a single transaction. Use this option to display a summary of the bill number for the transaction, the transaction date, and the type of transaction. At the end of this list, enter the appropriate transaction number and all information for this transaction will be printed.

This option is often used in conjunction with the Profile of Accounts Receivable option. Transactions that appear on that profile are viewed using the Transaction Profile option.

NOTE: This option will not generate a listing for a new bill. New bills must be audited in order to see a profile.

```
Select Agent Cashier Option: TRANSACTION Profile
ENTER AR TRANSACTION NO. OR BILL NO.: 503-AA0014     RX CO-PAYMENT/NSC VET
   08-31-92    ONE,TEST       COLLECTED/CLOSED  $0.00
     1     62       503-AA0014     08-31-92     INCREASE ADJUSTMENT
     2     63       503-AA0014     08-26-92     INCREASE ADJUSTMENT
     3     79       503-AA0014     08-31-92     PAYMENT (IN PART)
     4     80       503-AA0014     08-31-92     PAYMENT (IN PART)
     5     86       503-AA0014     09-03-92     PAYMENT (IN FULL)
CHOOSE 1-5: 1  62
Do you want to queue this output ? NO//<ret>   (NO)
DEVICE:<ret>   VIRTUAL    RIGHT MARGIN: 80//<ret>

                              TRANSACTION PROFILE
================================================================================
ACCOUNT: ONE,TEST                  SSN:  123456789
TRANS. NO: 62                       BILL NO:       503-AA0014
TRANS. DATE:     AUG 31,1992        TRANS. TYPE:   INCREASE ADJUSTMENT

TRANS. AMOUNT: $50.00               DATE POSTED: AUG 31,1992 17:45:58
ADJUSTMENT #:  1

FISCAL YEAR      PAT REFERENCE #      PRINCIPAL AMOUNT      FY TRANS.
AMOUNT
-----------      -------------        ----------------      --------------
     92                                  50.00                 50.00

Brief Comment:                                   Follow-up Date:

COMMENTS:

RECEIPT #:

PROCESSED BY:   TWO,TEST
```

ACCOUNT MANAGEMENT

This menu contains options necessary to facilitate management of accounts.

Account Management Menu
Account Information
Address Display/Edit
Bill Comment Log
Brief Account Profile
Check Patient Account Balance
Debtor Comment Log
Follow-up Reports
Full Account Profile
Mark/Unmark Invalid Transaction
Statement Discrepancy Listing
Transaction History for a Patient

ACCOUNT INFORMATION

This option defines comment and patient statement information for each debtor's account.

The "patient statement" prompt defines the level of detail that you would like the patient's statement to be printed. If no level is chosen, the system's default response will be the supervisor's choice for the entire site. See the Statement Parameters option under the Supervisor's AR Menu.

Patient Statement Detail

BRIEF	EXPANDED	SITE DEFAULT
Prescription number	Prescription Number	Brief/Expanded
Date Filled	Prescribing Physician	Brief/Expanded
	Days Supplied	Brief/Expanded
	Date Filled	Brief/Expanded
	Drug Name	Brief/Expanded
	Quantity	Brief/Expanded

A brief description contains (1) the PRESCRIPTION NUMBERS and (2) the respective DATE each prescription was FILLED. A *DETAILED* description will contain (1) the PRESCRIPTION NUMBER, (2) the DRUG NAME, (3) the number of DAYS the prescription will SUPPLY, (4) the prescribing PHYSICIAN, (5) the quantity of the prescription, and (6) the respective DATE each prescription was FILLED.

The comment that can be defined appears when the Brief/Full Account Profile option is used to view the bill. Use this option to enter a note that would be necessary as a reminder every time you viewed their account.

```
Select Account Management Option: ACCOUNT Information

Select AR DEBTOR: ONE,TEST
        ...OK? YES//<ret>   (YES)
PATIENT STATEMENT DETAIL: ?
     CHOOSE FROM:
       0        USE SITE DEFAULT
       1        BRIEF
       2        EXPANDED
```

```
PATIENT STATEMENT DETAIL: 2  EXPANDED
COMMENT:
  1>This is just a test comment!
  2><ret>
EDIT Option:<ret>
```

ADDRESS DISPLAY/EDIT

This option defines the mailing address for a given debtor.

Use this to override the system's address for a debtor. This can be used for defining a mailing address for incompetent veterans, allowing statements to be sent to a separate address.

```
Address Accounts Receivable will use:

     ONE,TEST
     101 TEST ROAD
     ORLANDO, FL 43434
     Phone: 555-555-5555

Address from Patient file:

     101 TEST ROAD
     ORLANDO, FL 43434
     Phone:

Address from AR Debtor file:

     Phone:

STREET ADDRESS #1: 222 TEST  Road
STREET ADDRESS #2:<ret>
STREET ADDRESS #3:<ret>
CITY: orlando
STATE: FLORIDA
ZIP CODE: 43434
PHONE NUMBER: (999)999-9999
```

BILL COMMENT LOG

This option applies a comment transaction against a given bill. Comment transactions document a manual event or action taken for a particular bill. Choosing this option will invoke several prompts asking for the date the patient and clerk contacted each other, some comments, and a follow-up date.

Use the follow-up date as a reminder to be printed on the date you select. Some useful examples for these comments are logging activities like phone calls and actions that need to be taken on a future date.

```
Select Account Management Option: BILL Comment Log

Select ACCOUNTS RECEIVABLE BILL NO.: FIVE,TEST PATIENT
        ...OK? YES//<ret>   (YES)
     1     503-K10005   REIMBURS.HEALTH INS. 08-13-92   FIVE,TEST PATIENT
```

```
  ACTIVE  $100.00
     2     503-K10012   REIMBURS.HEALTH INS. 09-04-92  FIVE,TEST PATIENT
  INCOMPLETE  $0.00
     3     503-K10013   REIMBURS.HEALTH INS. 09-04-92  FIVE,TEST PATIENT
  PENDING $20.00
     4     503-K10014   REIMBURS.HEALTH INS. 09-04-92  FIVE,TEST PATIENT
  PENDING $0.00
     5     503-K10092   TORT FEASOR          10-12-92  FIVE,TEST PATIENT
WRITE-OFF  $2000.00
     6     503-K10091   TORT FEASOR          10-13-92  FIVE,TEST PATIENT
WRITE-OFF  $1000.00
TYPE '^' TO STOP, OR
CHOOSE 1-6: 1  503-K10005

Date of Contact: OCT 25,1994//<ret>
Brief Comment: TALKED TO INS. COMPANY
COMMENTS:
  1>Called insurance company to make sure they stay on top of this. We
  2>need our money.
  3><ret>
  4>I'll call them in 10 days to follow-up on this.  I will enter a
  5>follow-up date to force the computer to remind me 10 days from
  6>now.
EDIT Option:<ret>
Follow-up Date: t+10  (NOV 04, 1994)
==========================================================================
BILL NO.:   503-K10005                   ADJUSTMENT AMOUNT:          0.00
ADJUSTMENT DATE:     OCT 25,1994         ADJUSTMENT NO.:

FISCAL YEAR        PAT REF NO.    ADJ.AMOUNT     PRIN.BAL.(ADJUSTED)
 92                503-AB0063                         100.00

Brief Comment: TALKED TO INS. COMPANY           Follow-up Date: 11/04/93

Comments:
Called insurance company to make sure they stay on top of this. We need
our money.  I'll call them in 10 days to follow-up on this.  I will enter
a follow-up date to force the computer to remind me 10 days from now.
==========================================================================
Is this correct? NO// y  (YES)
Should the BRIEF COMMENT print on the patient statement? NO//<ret>
```

BRIEF ACCOUNT PROFILE

This option displays all *outstanding* bills and payments for a given account. Outstanding bills include bills with a status of *Open, Active,* or *Refund Review.* The profile groups bills by their status and includes a total balance of all bills with that status. The option also allows you to view a bill and any of its associated transactions.

This profile is helpful when quickly searching a patient's account for bills and viewing transactions. After viewing the profile, the system will prompt for a transaction that appears on the profile. Simply enter the number of the transaction to view a descriptive profile for that transaction.

Payments that appear in the profile indicate that they are applied to the account but haven't been posted against a bill. Once their respective receipt is approved, those payments will be applied to outstanding bills or a prepayment bill.

```
==================   A c c o u n t   P r o f i l e   ==================

ONE,TEST PATIENT (123-45-6789)                           Statement Day: 8
101 TEST  ROAD                                         Last Statement: N/A
ORLANDO, FL  43434                                       Amount Owed: 1.00
Phone #: N/A                                           RX Copay Exempt: NO

#   Bill #     Est       Type     Paid   Prin       Int    Adm    Balance
------------------------------- PAYMENTS (-1.00) ------------------------
*   CHECK002-1           PAYMENT  -1.00    0.00     0.00   0.00   -1.00
--------------------------------- OPEN (2.00) ---------------------------
1   K20188   10/22/93    RX CO-P  48.00    2.00     0.00   0.00    2.00

Select 1-1: 1

====================   A c c o u n t   P r o f i l e   ===================

ONE,TEST PATIENT (123-45-6789)                               Statement Day: 8
101 TEST  ROAD                                         Last Statement: N/A
ORLANDO, FL  43434                                       Amount Owed: 1.00
Phone #: N/A                                           RX Copay Exempt: YES
Bill #: 503-K20188

#       Tr #     Type                                Date          Amount
-------------------------------------------------------------------------
                 Original Amount                     10/22/93        0.00
1       1202     INCREASE ADJUSTMENT                 10/22/93       50.00
2       1205     PAYMENT (IN PART)                   10/22/93       15.00
3       1206     PAYMENT (IN PART)                   10/22/93       20.00
4       1207     PAYMENT (IN PART)                   10/22/93        3.00
5       1208     PAYMENT (IN PART)                   10/22/93       10.00
                                                                   ------
                                                                 $  2.00

Select 1-5 or 'P' to Print:
```

☞ All bills are categorized by their status. Also, note the asterisk beside the payment in the profile of the account (top). This indicates that the payment has not been posted. Once posted against an active bill, this transaction will appear under the profile of that bill.

CHECK PATIENT ACCOUNT BALANCE

This option will check a given patient's account and display information regarding the printout of the patient's statement.

Use this option as a tool to fix balance discrepancies. A balance discrepancy occurs if an account's balance does not equal the balance calculated for the same account's patient statement. Since there are transactions that occur against an account that do not always appear on the patient's statement, i.e. invalid transactions, the balance for the statement is calculated differently than the balance for the entire account. Theoretically, the balances should be equivalent; occasionally, however, there are "valid transactions" that are marked "invalid" for the patient statement that should not be, and vice versa. This affects the calculation for each balance.

Use this option to review a patient's statement before it prints; however, the statement can only be printed to a printer.

```
Select Account Management Option: CHECK Patient Account Balance
Select Patient: ONE,TEST PATIENT

ONE,TEST PATIENT(D6789)   ACCOUNT BALANCE DISCREPANCY REPORT
   STATEMENT DAY: 8                         25-OCT-9312:37 AM    PAGE 1
=========================================================================

This account is out-of-balance!

Patient Statement Check:

The balance of the outstanding AR bills is:       $      2.00
The Patient Statement balance (*amount due) is:   $     22.00
The difference between these two balances is:     $    -20.00

The *amount due balance on the Patient Statement contains:
Previous Statement balance of $0.00
                       + New activity $22.00

Please create the appropriate transactions to get the overall account
balance to equal the Patient Statement balance. Then review all bills to
ensure the patient is being billed accurately.

Print example of patient statement? NO
```

DEBTOR COMMENT LOG

This option applies a comment transaction against a given debtor. Comment transactions document a manual event or action taken for a particular debtor. Choosing this option will invoke several prompts asking for the date the patient and clerk contacted each other, some comments, and a follow-up date.

Use the follow-up date as a reminder to be printed on the date you select. Some useful examples for these comments are logging activities like phone calls and actions that need to be taken on a future date.

```
Select Account Management Option: DEBtor Comment Log
Select AR DEBTOR: ONE,TEST PATIENT
        ...OK? YES//<ret>   (YES)
...OK, reference number assigned: 503-74-0

Date of Contact: OCT 25,1994//<ret>
Brief Comment: CALLED HIM TODAY
COMMENT:
  1>He's late on his payments for his account. I'll call him
```

```
  2>again two days from now.
  3><ret>
EDIT Option:<ret>
Follow-up Date: t+2  (OCT 27, 1994)

DEBTOR FOLLOW-UP LIST                         OCT 25,1994  00:40    PAGE 1
Date of                                 Follow-up
Contact    Brief Comment               Date       Debtor             Entered By
-------------------------------------------------------------------------

10/25/93   CALLED HIM TODAY            10/27/93   ONE,TEST PATIENT   TWO,TEST
                                                           123-45-6789
       He's late on his payments for his account. I'll call him
 again two days from now.

Is this OK? YES//<ret>
```

FOLLOW-UP REPORTS

This option will print a report of the follow-up transactions for bills and follow-up actions for a debtor. See the Debtor Comment Log and Bill Comment Log options. The report will prompt the user for date range; any comment "flagged" for follow-up within the date range will display on the report.

```
DEBTOR FOLLOW-UP LIST                          OCT 25,1994  00:43    PAGE 1
Date of                                  Follow-up
Contact    Brief Comment                 Date       Debtor       Entered By
-------------------------------------------------------------------------

10/11/93   TEST                         10/11/93   ONE,TEST PT  TWO,TEST
                                                     123-45-6789
           TEST COMMENT

DEBTOR FOLLOW-UP LIST                          OCT 25,1994  00:43    PAGE 2
Date of                                 Follow-up
Contact    Brief Comment                  Date       Debtor       Entered By
------------------------------------------------------------------------

10/20/93   goofy                        10/27/93   ONE,TEST PT    TWO,TEST
                                                   123-45-6789
           CALL HIM NEXT MONDAY!!
```

FULL ACCOUNT PROFILE

This option displays all *non-outstanding* and *outstanding* bills and payments for a given account. This means bills with any status. The profile groups bills by their status and includes a total balance of all bills with that status. The option also allows you to view a bill and any of its associated transactions.

This profile is helpful when quickly searching a patient's account for bills and viewing transactions. After viewing the profile, the system will prompt for a transaction that appears on the profile. Simply enter the number of the transaction and view a descriptive profile for that transaction.

Payments that appear in the profile indicate that they are applied to the account but haven't been posted against a bill. Once their respective receipt is approved, those payments will be applied to outstanding bills or a prepayment bill.

```
================   A c c o u n t   P r o f i l e   ==================

ONE,TEST PATIENT (123-45-6789)                          Statement Day: 8
101 TEST  ROAD                                        Last Statement: N/A
ORLANDO, FL  43434                                       Amount Owed: 2.00
Phone #: N/A                                         RX Copay Exempt: YES

#   Bill #       Est         Type     Paid     Prin    Int     Adm  Balance
--------------------------- COLLECTED/CLOSED (0.00) ---------------------
1   503-AA0014   08/31/92    RX CO-P  54.50    0.00    0.00    0.00   0.00
2   503-AA0015   09/01/92    RX CO-P  68.00    0.00    0.00    0.00   0.00
3   503-K20131   07/21/93    RX CO-P  2.00     0.00    0.00    0.00   0.00
----------------------------- CANCELLATION (0.00) -----------------------
4   503-AB0020   11/18/92    PREPAYM  0.00    -0.00    0.00    0.00  -0.00
--------------------------------- OPEN (2.00) --------------------------
5   503-K20188   10/22/93    RX CO-P  48.00    2.00    0.00    0.00   2.00
------------------------------- REFUNDED (0.00) ------------------------
6   503-AB0004   08/20/92    PREPAYM  0.00    -0.00    0.00    0.00  -0.00
7   503-AB0029   12/15/92    PREPAYM  0.00    -0.00    0.00    0.00  -0.00
8   503-AB0049   12/17/92    PREPAYM  0.00    -0.00    0.00    0.00  -0.00
---------------------------- BILL INCOMPLETE (0.00) --------------------

Select 1-8 or return to continue: 2

================   A c c o u n t   P r o f i l e   ==================
ONE,TEST PATIENT (123-45-6789)                          Statement Day: 8
101 TEST  ROAD                                        Last Statement: N/A
ORLANDO, FL  43434                                       Amount Owed: 2.00
Phone #: N/A                                         RX Copay Exempt: NO
Bill #: 503-AA0015

#       Tr #     Type                                Date         Amount
-------------------------------------------------------------------------
                 Original Amount                     09/01/92       0.00
1       65       INCREASE ADJUSTMENT                 09/01/92       4.50
2       66       INCREASE ADJUSTMENT                 07/01/92      50.00
3       67       INCREASE ADJUSTMENT                 06/05/92      44.50
4       87       PAYMENT (IN PART)                   09/03/92       3.00
5       195      PAYMENT (IN PART)                   11/12/92      45.00
6       208      INCREASE ADJUSTMENT                 12/01/92       2.00
7(I)    209      PAYMENT (IN PART)                   12/01/92      10.00
8       218      DECREASE ADJUSTMENT                 12/03/92       2.00
9       234      DECREASE ADJUSTMENT                 12/22/92       0.01

Select 1-9 or 'P' to Print or return to continue:
```

MARK/UNMARK INVALID TRANSACTIONS

This option will allow or disallow a bill's transactions to appear on a patient statement or affect an account balance. Each transaction has a property that determines whether or not it will affect an account. For instance, if a transaction appears on a patient statement, then the transaction is "marked" to appear. Choosing this option would then unmark the transaction and vice versa. This is often used as a tool for correcting actions that would jeopardize the integrity of account balances. For instance, this tool is the only mechanism for correcting payments made with a "bounced" check. One stipulation for using this option is once a patient statement has printed, the software will not allow you to mark/unmark any transactions. This will prevent any balance discrepancies.

```
Select Account Management Option: MARK/Unmark Invalid Transaction
Select Patient : FIVE, TEST PATIENT
        ...OK? YES//<ret>   (YES)

** There is a balance DISCREPANCY in this account. **

Select AR TRANSACTION NUMBER: 435    503-K10005     12-30-92     INCREASE
 ADJUSTMENT      CALM CODE: NOT DONE
Are you sure you want to mark this transaction
as invalid for patient statement? NO// YES
TRANSACTION MARKED INVALID FOR PATIENT STATEMENT
```

STATEMENT DISCREPANCY LISTING

This option will list all the AR Debtors whose accounts do not balance. Use this option to generate a list of debtors who are not receiving statements because of balance discrepancies.

```
ACCOUNT BALANCE DISCREPANCY LISTING          OCT 25,1994  00:54    PAGE 1
                                        LAST
DEBTOR                 SSN          DAY  STATEMENT
-------------------------------------------------------------------------

ONE,TEST PATIENT       123-45-6789   14  N/A
TWO,TEST PATIENT       123-45-6789    4  N/A
THREE,TEST PATIENT     123-45-6789    8  N/A
FOUR,TEST PATIENT      123-45-6789   14  N/A
FIVE,TEST PATIENT      123-45-6789    9  N/A
SIX,TEST PATIENT       123-45-6789   18  N/A
SEVEN,TEST PATIENT     123-45-6789    5  N/A
EIGHT,TEST PATIENT     123-45-6789    4  N/A
NINE,TEST PATIENT      123-45-6789   13  N/A
```

TRANSACTION HISTORY FOR A PATIENT

This option prints a report of all transactions or a single transaction that has occurred for a given debtor within a given date range.

Use this option to assist in solving balance discrepancies, as well as answering patient questions about their account. The system will prompt for a patient name, a date range, and the type of transaction that you wish to search. You may select ALL to search for all types of transactions.

The report displays the date that the transaction occurred, the type of transaction (and whether it was an increase or decrease adjustment), the bill number for the transaction, and the transaction amount.

```
Select Account Management Option: TRANSACTION History for a Patient
Patient Transaction History Report              Page 1
                                     ------------------------------------

Select Patient : ONE,TEST PATIENT
        ...OK? YES//<ret>   (YES)
History beginning:  Aug 20, 1992//<ret>
History ending:  (8/20/92 - 10/25/93): Oct 25, 1994//<ret>
TRANSACTION TYPE: ALL//<ret>
DEVICE: HOME//<ret>   VIRTUAL

                 For Patient: ONE,TEST PATIENT
                         SSN : 123456789
                    For dates: Aug 19, 1992-Oct 25, 1994

 DATE           ACTIVITY                                    BILL #       AMOUNT
------------------------------------------------------------------------------

Aug 20, 1992    INCREASE ADJUSTMENT                        503-AB0004     18.00
                PREPAYMENT

Aug 31, 1992    INCREASE ADJUSTMENT                        503-AB0004     20.00
                PREPAYMENT

Aug 31, 1992    INCREASE ADJUSTMENT                        503-AB0004     40.00
                PREPAYMENT

Aug 31, 1992    INCREASE ADJUSTMENT                        503-AA0014     50.00
                RX CO-PAYMENT/NSC VET
```

AGENT CASHIER

The Agent Cashiers Menu contains options necessary to manage the collection of debts from hospital patients. See the Agent Cashier section of the User Manual.

FMS UTILITIES MENU

The FMS Utilities Menu contains options necessary to manage FMS documents. See the Accounting Technicians section of the User's Manual.

FORWARD IRS OFFSETS TO AUSTIN

This option forwards IRS offset data to Austin, where it is collected for transmission to the IRS. The data includes names of debtors and their balances that are delinquent and have not responded to the debt notices.

Although the procedure to forward IRS offset information is automated, this option allows manual preparation and transmission to Austin. The automated process requires supervisors to define parameters.

This option can be run only during the following time frames:

Type of Update	Transmission Time
Master IRS Record	November 22nd through December 5th
(Monthly) Update	Every Wednesday from June through Sept

```
Select Clerk's AR Menu Option: FORWARD IRS OFFSETs to Austin

Enter your Signature Code:<electronic sig>    SIGNATURE VERIFIED

WARNING: Generation of IRS MASTER code sheets is only valid during
11/22 - 12/05 (Creation of MASTER IRS record)
Generation of IRS WEEKLY code sheets is only valid from January thru
August.
Requested Start Time: NOW//<ret>  (OCT 25, 1994@00:58:43)
```

REFUND REVIEW AND APPROVE

This option allows you to refund a debtor's credit balance. If the status of the bill is Refund Review, you may approve the refund by entering your Electronic Signature Code.You will be prompted, upon sign-on to the Clerk's AR menu, that there are refunds due. To get a detailed listing of the bills to be refunded, run the Status Listing For Bills option. When two electronic signatures have been entered for the refund (AR Clerk and Certifying Officer), an Overpayment FMS document is automatically sent to Austin where the check is then issued from. A new prompt has been added to allow the first signature user the ability to change the amount but the status will cannot be changed without two signatures. If it remains in refund review, it will create a discrepancy. Again- to change the bill to either refunded status or cancellation status, there must be two signatures on the bill. If a request for a refund of a credit balance is made before this request is automatically processed through the AR system, the PRCAY PAYMENT SUP security key may change the Open Pre-Payment bill from the Open status to the status of the Review.

```
Select Clerk's AR Menu Option: REFUND Review and Approve
Select ACCOUNTS RECEIVABLE BILL NO.: K10048  503-K10048       PREPAYMENT
07-14-93    ONE,TEST     REFUND REVIEW  $22.00
Do you want to review the prepayment bill at this time? NO
Do you want to make any adjustments to the refund amount now? n  NO
Do you want to approve the refund at this time? YES
This refund must first be approved by the refunder.
If you sign as the 'Refunded By' person, you CANNOT
sign as the Certifying Officer.
```

```
Sign as the 'REFUNDED BY' person? YES
Enter Electronic Signature Code:<electronic sig>     <Signature verified>
 <APPROVED BY REFUNDER>
Building FMS Overpayment Document. Please hold...
FMS document, # 5208, built and queued for transmission.
*** AUDITED AND RELEASED ***
```